

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Michael P. Lilly, *et al.* Confirmation No.: 1577
Application No.: 09/690,566 Group Art Unit: 3623
Filing Date: October 17, 2000 Examiner: Van Doren, Beth
For: System and Method for Determining and Reducing Customer Service Impact

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

<p style="text-align: center;"><i>Electronic Filing</i></p> <p>I hereby certify that this paper (along with any referenced attachments) is being transmitted via the USPTO electronic filing system in accordance with 37 CFR § 1.6(a)(4).</p> <p>Dated: June 23, 2009</p> <p>Signature: <u><i>Rachel M. McGuinness</i></u></p> <p style="text-align: right;">Rachel M. McGuinness</p>
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REPLY PURSUANT TO 37 CFR § 1.116

In response to the Official Action dated August 18, 2008, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ Amendments to the **Specification** begin on page ___ of this paper.
- ☒ Amendments to the **Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- ☐ Amendments to the **Drawings** begin on page _____ of this paper and include an attached replacement sheet.
- ☒ Remarks begin on page 17 of this paper.